



THE ASSISTANT SECRETARY OF THE NAVY  
(Research, Development and Acquisition)  
WASHINGTON, D.C. 20350-1000

MAR 31 2004

MEMORANDUM FOR THE COMMANDER, NAVAL SUPPLY SYSTEMS COMMAND

Subj: ASSIGNMENT AS THE PRODUCT QUALITY DEFICIENCY REPORT (PQDR)  
PROCESS OWNER

Ref: (a) ASSTSECNAV RDA WASHINGTON DC 112123ZOCT 02  
(b) NAVSO P-3683B, Navy and Marine Corps PDREP Manual  
(c) SECNAVINST 4855.3A, Product Data Reporting and Evaluation Program (PDREP)  
(d) SECNAVINST 4855-5A, DoD Joint Service Regulation for PQDRs

In consonance with the reference (a) assignment of Naval Supply Systems Command (NAVSUP) as the logistics support authority for all Systems Commands and based on the recommendation of the Product Quality Deficiency Report (PQDR) Executive Steering Committee, I have decided to assign NAVSUP as the process owner for the PQDR Process. Inherent in this assignment is the responsibility and authority to establish policy for, and manage the performance of the entire PQDR Process across the Department of the Navy (DoN). Supporting you in this assignment will be the other System Command Commanders who remain as technical authority for cognizant equipment. You will report to DASN Logistics who will serve as my lead for quality. Included in this process are all PQDR process steps identified in references (b) and (c), beginning with origination of the report and continuing until the deficiency is closed. This process shall also encompass disposition of credit to the requisitioning activity as well as restitution to the government from the product manufacturer or repair activity, if deemed appropriate. Top-level responsibilities associated with this assignment include:

- Leading process re-design efforts and continually monitoring performance levels of the DoN PQDR process across all stakeholder organizations. This includes interfacing with DLA, DCMA, other Services and other federal agencies as required.
- Accountability for identifying and implementing future process improvement opportunities.
- Establishing common business rules to standardize methodology for expediting resolution of quality deficiencies in consonance with reference (d).
- Developing, coordinating and promulgating PQDR awareness and process training throughout all levels of the DoN.
- Developing and integrating Information Technology (IT) solutions to further streamline the PQDR process and enhance the level of automation.
- Identify and budget for required PQDR resources as part of the POM process. Execute allocated PQDR resources associated with attaining the desired performance levels of the PQDR process.
- Participate as the Department of the Navy representative on Department of Defense PQDR working groups and process improvement teams.

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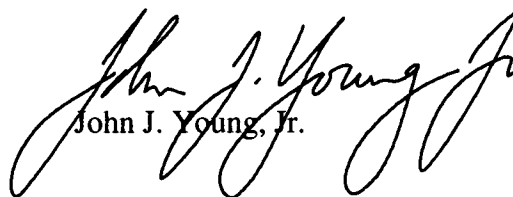
- Bi-annually brief DASN Logistics on the status of the PQDR process, implementation of process improvements and key performance metrics.

Towards this end, I direct the Commander, Naval Supply Systems Command to immediately begin developing a plan, in conjunction with representatives from the Naval Sea Systems Command, Naval Air Systems Command and Marine Corps Systems Command, to assume responsibility for all aspects of PQDR process ownership. This plan should include:

1. Description of working relationships and responsibilities of major stakeholders in the DoN PQDR process.
2. A schedule for assuming PQDR Process Ownership.
3. A detailed review of references (b) through (d) and identification of recommended changes to existing policy.
4. An implementation schedule for initiatives proposed by the ASN (RDA) PQDR Process Improvement Working Group and subsequently approved by the Executive Steering Committee.
5. Metrics to measure improvements in the PQDR process.
6. Identification of required resources needed to operate and further streamline the process.

This plan should be submitted to DASN Logistics no later than 1 July 2004 and the assumption as process owner accomplished by 1 October 2004. A further proposal for re-allocating existing PQDR resources to NAVSUP should be provided to OPNAV (N-41) by 1 July 2004 as well.

My point of contact in the DASN Logistics office is Mr. Chuck Silva who can be reached at (703) 697-4063, email charles.silva1@navy.mil.



John J. Young, Jr.

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